

SPRING 2013

WHEELS

MAKING TRANSIT ACCESSIBLE FOR ALL

YOUR RIDE IS HERE.



GOOD NEWS – A NEW WAY TO BOOK YOUR RIDE



On March 1st MTA launched Pass Web, a new online informational service on the website www.mta.maryland.gov. This convenient new internet tool allows Mobility customers to easily reserve and cancel trips, access and/or update account information and view trip history online.

This website service is available 24 hours a day, seven days a week, and details are available on Mobility's home page at <http://passweb.mta.maryland.gov>. On that page, you can click on the Pass Web icon and that will take you directly to the Pass Web page.

From there simply log into the system with your customer identification number and password

from Mobility Direct if you have one. Please be mindful to remember your password, as Mobility will not be able to retrieve it. If you do not have one, just use a default password, which would be your date of birth (mddyyy format).

You will also need to enter your trip pickup location, address of your destination, contact information, mobility aids, dates, times of trips and persons traveling with you.

If you need assistance with this new service, Mobility has set up a designated customer service line at 410-764-8616 where agents can be reached Monday through Friday 8:30 a.m. to 4:30 p.m.



VISUAL RECORDERS ON VEHICLES ARE THERE FOR YOUR SAFETY

This year all Mobility vehicles will be equipped with visual recording devices. Should a problem or question arise, these

devices can provide a record of the trip. The recording devices must be activated by the vehicle operator and they do not record sound. The installation of visual recorders is another step Mobility has taken to utilize the latest technology available in order to help us reach our goal of providing professional, safe and reliable transportation services.

FRIENDLY REMINDERS TO HELP IMPROVE YOUR RIDE

- **Best Time to Reach Call Center**

The best time to reach the Mobility Reservation Call Center to make ride reservations for the next day, future rides and cancel trips is from 10:00 a.m. - 2:00 p.m. This is the time during which fewer calls are made to the Call Center. This will help you avoid having to wait longer for service. Also remember that when calling, you can reserve rides up to seven days in advance.



- **Be Ready for Your Ride**

Please be ready and available for pickup when your scheduled ride arrives. After the vehicle arrives, operators can only wait a maximum of five minutes for you before they have to depart.

- **Two Bag Limit per Rider**

To accommodate all customers as efficiently as possible, we must limit bags to two 10-pound bags per customer totaling no more than 20 pounds. You may carry two bags, your Personal Care Attendant may carry two bags, and a companion may also carry two bags. Customers are responsible for removing their bags from their carts and the vehicle operators are responsible for securing carts in the vehicles.



- **No Show Policy Helps Everyone**

MTA Mobility/Paratransit Service will be continuing to enforce its No Show policy so that we are able to provide reliable transportation to all customers.

Excessive No Shows may lead to suspension of your Mobility services, so please cancel trips you do not need at least two hours in advance. Your cooperation in helping to make our service as efficient as possible is greatly appreciated.

- **Dedicated Sedans Are Unavailable**



We understand that many Mobility customers prefer a sedan, but cutaway buses or sedans are assigned as they become available. A customer or medical professional cannot insist on a particular type of vehicle due to the 21,000+ customers we are trying to serve. This procedure adheres to the provisions under the Americans With Disabilities Act (ADA), and it is not a requirement under ADA to provide sedan service.

- **Help Keep Door-to-Door Service Running Smoothly**

Mobility continues to provide door-to-door service to assist those customers who need it. When using door-to-door service, your pickup location must be within 100 feet of where the Mobility vehicle will pick you up, free of any physical barriers and be visible at all times to the vehicle operator. Our operators will only come to your first exterior door. To help transport you to your destination on time, you should also be ready to board the vehicle within the required five minutes.

MOBILITY PREMIUM SERVICES NAME CHANGES

Although the names are changing, the convenience and reliability of MTA Mobility's Premium Services remain the same.

Please note that:

- Taxi Access II is now MTA Call-a-Ride
- Taxi Access II Limited is now MTA Call-a-Ride Limited
- Taxi Center Card is now MTA Call-a-Ride Center

All current MTA Mobility Premium Services customers will automatically receive new cards.

The new cards will be the same color as the old cards, and all policies remain in effect.

Cards are now being mailed out, and if you do not receive a new card by May 3, 2013, please call MTA Call-a-Ride Customer Service at 410-664-2030. **Please wait until this date to call.**

When you receive your new card, please activate it and begin to use it immediately. Your old Taxi Access II, Taxi Access II Limited and Taxi Center Card will be deactivated when you activate your new cards.

MTA CALL-A-RIDE CAB AND SEDAN COMPANIES

PARTICIPATING CAB COMPANIES

A. A. County Cab

410-787-8800 | 24 hours a day, 7 days a week
Rides originating in Anne Arundel County

New Green Cab (Arrow)

410-261-0000 | 24 hours a day, 7 days a week
Rides originating in Baltimore City
1 wheelchair accessible taxi

Checker Cab of A.A. County

410-789-2300 | 24 hours a day, 7 days a week
Glen Burnie, Curtis Bay, Brooklyn and Cherry Hill

County Cab

410-338-0000 | 24 hours a day, 7 days a week
Rides originating in west Baltimore County

Diamond Cab

410-947-3333 and 410-233-6000
24 hours a day, 7 days a week
Rides originating in west Baltimore City

Diamond Cab of A.A. County

410-400-6000 | 24 hours a day, 7 days a week
Glen Burnie, Hanover, Linthicum Heights, Pasadena, Halethorpe

Diamond Cab of Annapolis

410-573-0184 | 24 hours a day, 7 days a week
Annapolis, Pasadena, Riva, Severna Park

Jimmy's Cab

410-296-7200 | 24 hours a day, 7 days a week
Rides originating in east Baltimore County

Valley Cab

410-486-4000 | 24 hours a day, 7 days a week
Rides originating in northwest Baltimore County

Yellow-Checker Cab

410-685-1212 | 24 hours a day, 7 days a week
Rides originating in Baltimore City
10 wheelchair accessible taxis

PARTICIPATING SEDAN COMPANIES

24/7 Sedan

410-686-2666 or 410-686-0003
24 hours a day, 7 days a week
Rides originating in southeast Baltimore City and County

Green Sedan, Inc.

410-633-6666 | 24 hours a day, 7 days a week
Rides originating in southeast Baltimore City and County

Share Ride Transportation, Inc.

410-457-7433 / 24 hours a day, 7 days a week
Rides originating in southeast Baltimore City and County
3 wheelchair accessible sedans

IMPORTANT NUMBERS TO SAVE

Call-a-Ride Customer Service..... **410-664-2030**
Call-a-Ride Certification Office..... **410-764-8181**
Mobility General Information **410-764-8181**
Mobility Certification Office..... **410-764-8181**
Mobility Reservation Line **410-764-8181**
MTA General Information **410-539-5000**
Toll-free..... **1-866-RIDE-MTA (743-3682)**
MTA Directory Assistance **1-888-218-2267**
Maryland Relay **7-1-1**
Pass Web Assistance.....**410-764-8616**
Taxi Access II Website www.taxiaccess.org
MTA Website www.mta.maryland.gov

WHEELS

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6 St. Paul St., 2nd Fl.
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